



Simu Connect

Desktop

Client

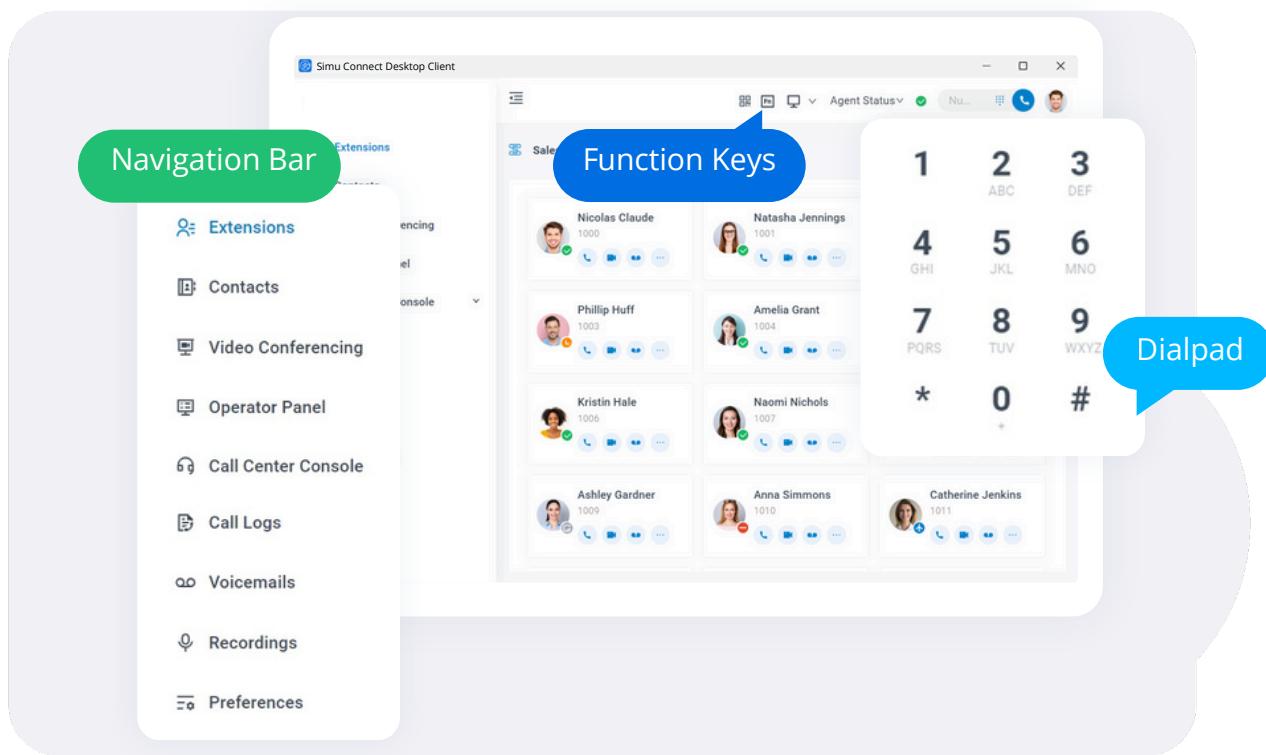


Download Simu Connect Desktop Client

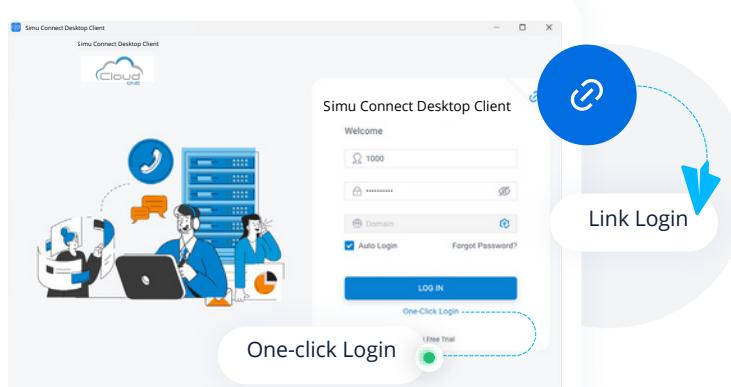
Built for Cloud One Business Communication System, Simu Connect Desktop Client is a unified communications client that offers users a virtual desktop phone experience. It's compatible with **Windows** and **macOS** operating systems.

To download the Simu Connect Desktop Client, please visit:

<https://www.cloudone.co/cloud-one-simu-connect-desktop-client>



Quick Login



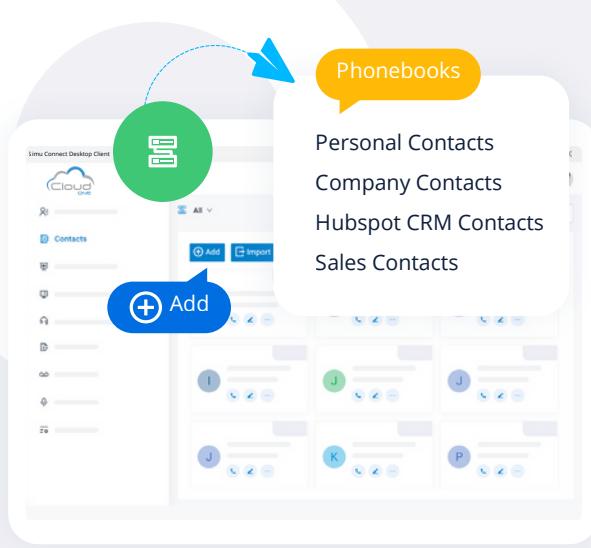
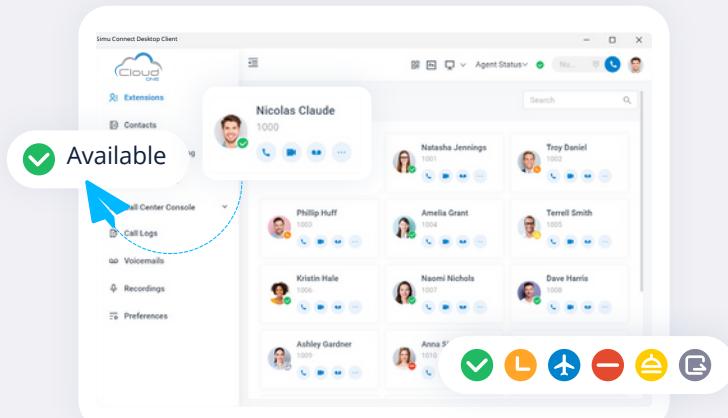
In addition to the direct login using username and password, Simu Connect Desktop Client offers users the convenience of logging in with a single click from Simu Connect Web Client or using their unique Login Link from the Simu Connect User Welcome Email to access the system quickly.

Unified Contacts Directory

Extension Directory

The Extensions directory synchronizes your colleagues' extension information from the PBX server.

See whether your colleague is available intuitively via the extension presence, and collaborate with them by making calls or leaving a voicemail.



Contacts Directory

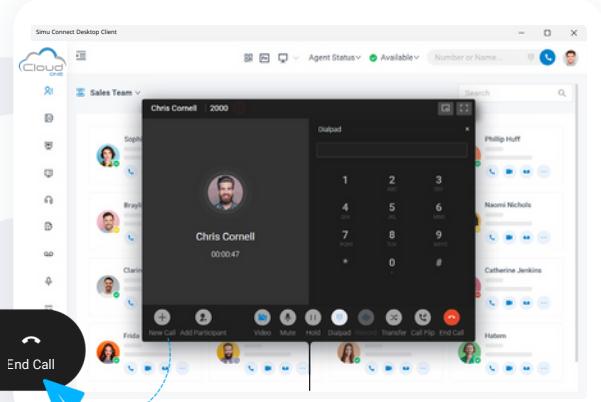
The Contacts directory displays the external contacts that are stored on or synced to the PBX server.

- Share contact information with authorized colleagues using the **Company Contacts** directory.
- Use the exclusive **Personal Contacts** directory that is only visible to yourself to store your own external contacts.
- Sync contacts from 3rd-party **CRM** or **helpdesk** with integration.

Rich Call Features

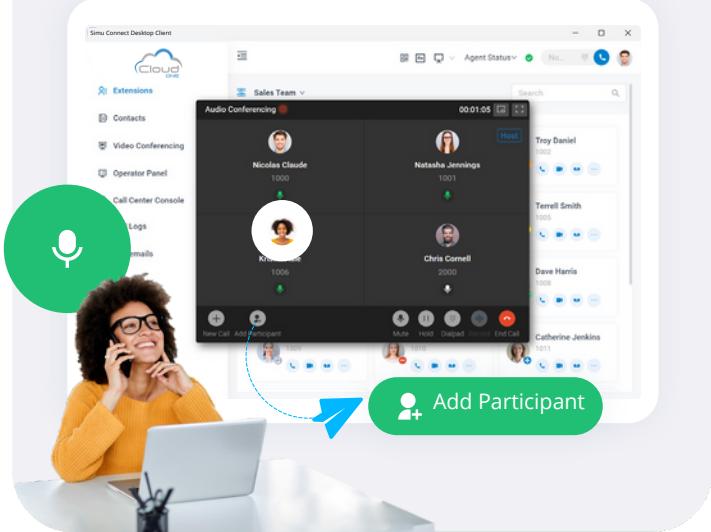
Call Control

Make, receive, transfer, hold, or mute your calls in clicks.



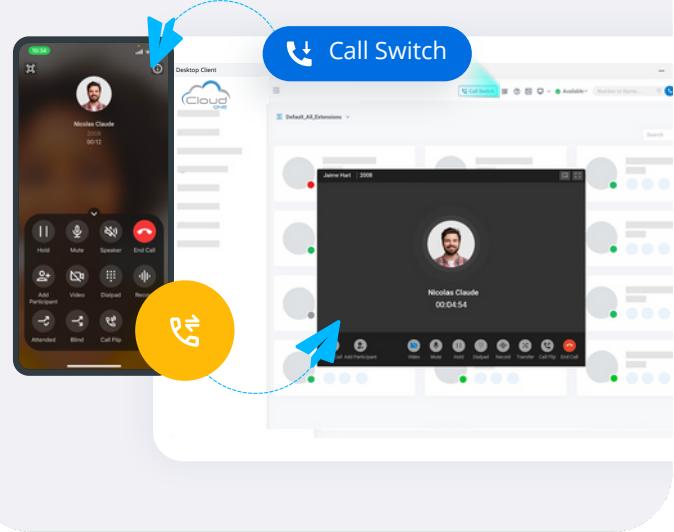
Audio Conference

Invite other participants to an ongoing call to instantly convert a 1:1 call into an audio conference.



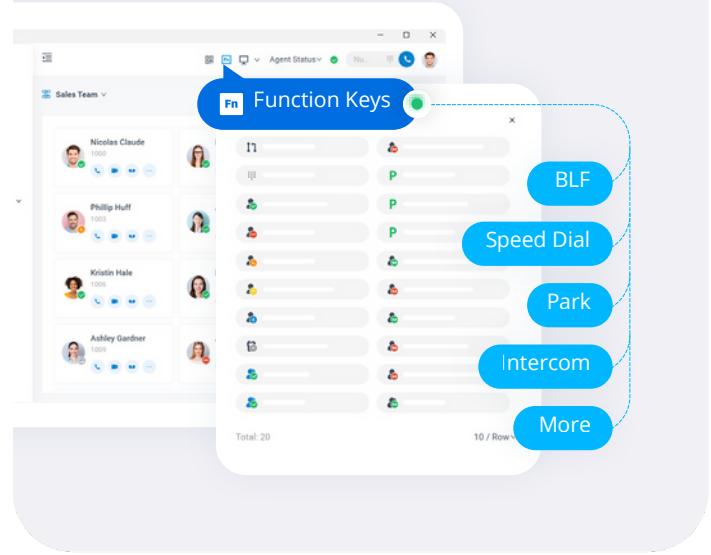
Call Flip & Switch

Flip an active call seamlessly between your desktop and mobile device without any interruption. Continue your conversation everywhere.



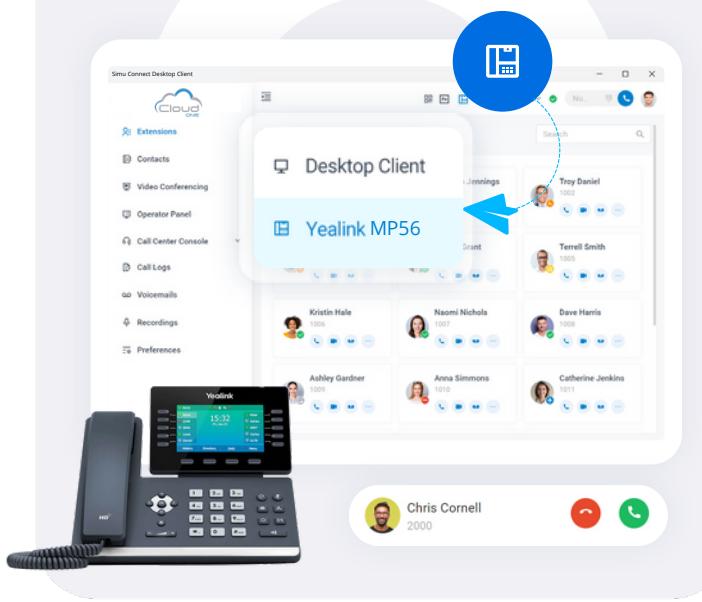
Function Keys

Customizable function keys to achieve one-click operation of often-used features, including speed dial, extension status monitoring, call parking, etc.



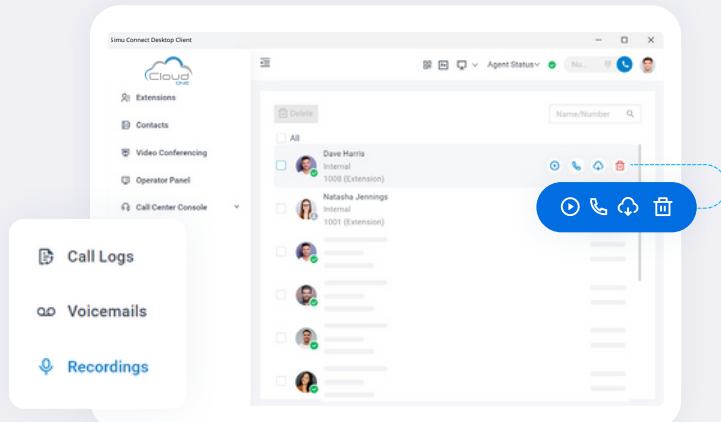
CTI Mode

Link Simu Connect Desktop Client with your desk phone. Click to dial and control calls from your desktop client while using the desk phone for communications.



Voicemails & Recordings & Call Logs

In clear list view, check your call logs, voicemails, and call recordings. Listen to what was left and call back to your contact in one simple click.



Video Communications



Video Conference

Start or schedule a web-based video conference in clicks. Participants can join the meeting via a unique meeting link.

* This feature is realized through the Simu Connect Web Client on the Web Browser

Video Call

Initiate a 1:1 video call or switch an audio call to a video call for face-to-face communication.

Call Queues & Call Center Wallboard

Answer customer calls, speed up support, and track your call agent's performance with ease.

Queue Panel

Visualize your call queues. Drag and drop to distribute calls to individuals or groups & use call barge/monitor/whisper to coach agents.

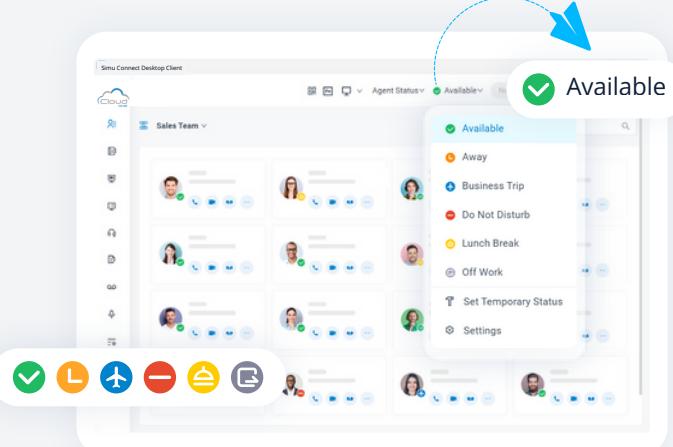
Wallboard

Track and display your call center performance data in real-time, including total waiting calls, call missed rate, SLA, etc.

*The Queue Panel and Wallboard features are realized through the Simu Connect Web Client on the web browser.

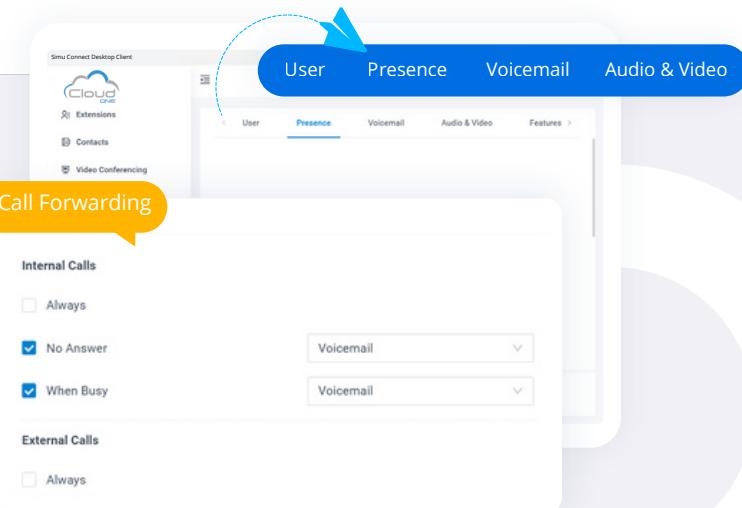


Customizable Presence



Select a presence to let your colleagues know if you are currently available.

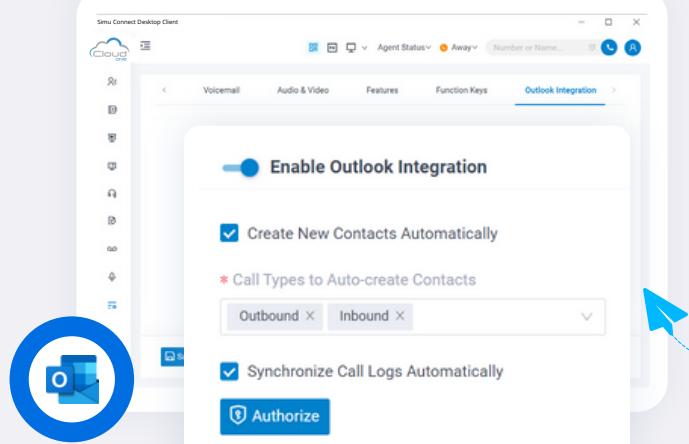
Set up the presence auto-switch based on business hours and holidays to ease your work.



Set customizable rules to route your calls to different destinations when you are under different presences.

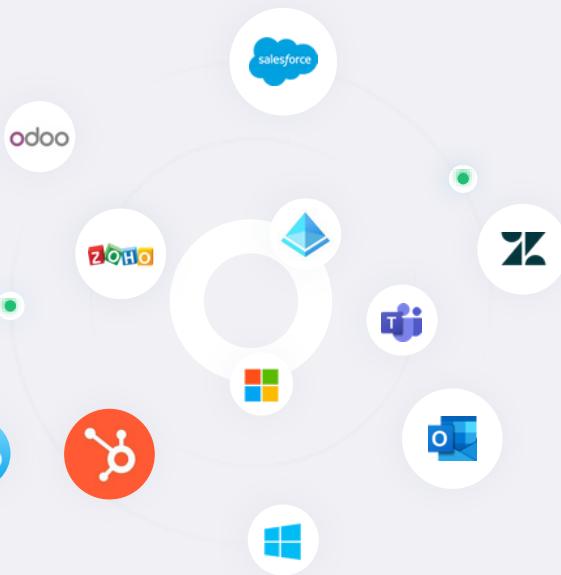
For example, route your calls to your colleagues' extension when you are "Away" and route your calls to voicemail when you are "Do Not Disturb".

Integrations



Outlook Integration

Click-to-call your Outlook contacts, receive call popups, and check your call logs directly in Outlook. The integration takes only clicks on the Simu Connect Desktop Client.



Other Integrations

In addition to native integration with Outlook, Cloud One Business Communication System also supports integrations with Microsoft Teams, Microsoft 365, and other popular CRM and helpdesk platforms. The integrations are done on the server side on the PBX administrator portal.